

## **HOME DEPARTMENT:-CITIZEN CHARTER**

The Home Department discharges multifarious responsibilities, the important amongst them being - internal security, prevention of crime, maintenance of law and order; sanctioning of prosecutions and detentions under various laws, implementation of Arms Act, Foreigners Act, PSARA (Private Security Agency Regulation Act), apart from the tasks related to Visa, NORI (No obligation to return to India). The department also deals with the service matters pertaining to IPS, JKPS and other services in respect of the departments under its administrative control. The Department also works for bringing about improvement in the overall scenario by taking timely and pre-emptive measures for maintaining public order across the UT of J&K, which is affected by cross border terrorism and violent activities carried out by the terrorist organisations operating with the external forces.

### **Departments under the administrative control of Home Department.**

1. Police
2. Prisons
3. Prosecution
4. Fire & Emergency Services
5. Forensic Science Laboratory
6. Sainik Welfare
7. Defence Labour Procurement

The important area of public interface for Home Department is through Police.

Police exists for the Citizen/society. They are the major concern and beneficiary of it. Like all other public bodies police is also established for the benefit of citizen/society. As it provides various types of services to society/citizen, it becomes necessary to publish the type of services rendered. Rights and duties of the citizens towards it.

It is an instrument/document to create the awareness amongst the citizens about their rights and duties towards the society in general.

It also provides the broader view of the department, that how it works and where to approach for help. It is a document to give eagle eye vision of the department and services rendered.

### **Broadly speaking services means:**

- Prevention and detection of crime.
- Maintaining Law and Order in civil society.

Are the major concerns and duties of the police. Apart from these police also performs other functions like:

- Traffic regulation.
- Providing guards and protection to individual institutions.

Apart from these service police is also involved in giving various type of permission and licenses, antecedent verification, etc as law and order situation is connected with it.

### **Citizen's Rights**

- Right to complaint.
- Right to get protection and also can ask for it.
- A complaint can be lodged in writing at any time or the Police Station. Even if the crime is committed beyond the jurisdictional limits of the police station, a complainant cannot be asked to go to the concerned police station. Complaint must get registered at any police station. It is the duty of the police station to the complaint to the police station concerned.
- If complaint is not taken at the police station then the complaint can be given to the higher authority. Alternatively a written complaint can be given to the District Mamlatdar.
- The complainant has the right to obtain a copy of the registered FIR free of cost.
- A complainant has the right to know about the progress of the inquiry in respect of the complaint.
- The police does not have the powers to inquire about non-cognizable complaints without permission of the court.
- Woman and children below the age of 15 years cannot be called to the Police Station to take their statements.
- While going on long tour or travel arms with licence can be deposited with the police station.

**The following services and the designated officers /appellate authorities are being provided by the Home Department are as below:**

<b>S. N o.</b>	<b>Name of the Service</b>	<b>Designated officer (The officer who will provide the service)</b>	<b>Stipulated time frame for providing the service</b>	<b>First appellate authority</b>	<b>Second appellate Authority</b>
1	Copy of FIR	SHO Concerned	One (01) day for the complainant and three (03) days for other from the date of complaint	SDPO Concerned	SP concerned
2	Verification report from CID for passport	DySP (Hqrs) in the office of the Addl.DGP/IGP, CID	60 days	SSP CID Hqrs in the office of the Addl.DGP/IGP, CID	Addl.DGP, CID/IGP, CID
3	Verification report from CD for newly appointed candidates	DySP (Hqrs) in the office of the Addl.DGP/IGP, CID	60 days	SSP CID Hqrs in the office of the Addl.DGP/IGP, CID	Addl.DGP, CID/IGP, CID
4	Verification by Police station concerned for certification of identity	SHO Concerned	07 days	DySP (Hqrs) /concerned SDPO	District SP
5	Verification by Police for issuance of character certificate	SP concerned	15 days	Range DIG	Zonal IGP
6	Copies of untraced report in accident /drowning cases	SHO Concerned	15 days from the date of conclusion of investigation	DySP (Hqrs) /concerned SDPO	District SP
7	Copies of untraced reports in cases of stolen vehicles	SHO Concerned	15 days from the date of conclusion of investigation	DySP (Hqrs) /concerned SDPO	District SP

8	Copy of untraced report in theft cases	SHO Concerned	15 days from the date of conclusion of investigation	DySP (Hqrs) /concerned SDPO	District SP
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The Department is in resonance with the needs assessment so that we are at convenience to the citizens with easy and smooth access and efficient system of institutional delivery of services.

The Department strives to continue in its efforts for more technological interventions, emulating good practices and initiatives to achieve the objectives set.